Consumers show high trust in digital payments, but some concerns remain.

Key concerns of consumers

- 47% of consumers are concerned about the misuse of lost/stolen contactless cards.
- 47% of consumers are concerned about the consumers don’t fully understand the technology behind contactless payments.

Knowledge of the technology that protects digital payments is a driver of consumer trust.

Among consumers who trust digital payments, a majority (52%) said having knowledge of underlying security technologies that protect digital payments, such as tokenization, helps build their confidence in cashless options.

Did You Know?

- 27% of consumers said they experienced Phishing.
- 19% of consumers said they experienced Credit card fraud.
- 17% of consumers said they received counterfeit goods.

Cash usage is unlikely to return to pre-pandemic levels and will continue to decline.

- 75% drop in cash-on-delivery during pandemic among surveyed consumers.
- 39% of UAE consumers surveyed said they have experienced an online fraud attempt; half of them would contact law enforcement in the event of fraud.

Two-thirds of consumers (63%) have high level of confidence in digital payments (contactless cards and mobile wallets) for shopping in-store and payment on delivery.

51% of consumers would switch retailers.

42% of consumers would shop from another site.